

PERFORMANCE REQUIREMENTS SUMMARY							
MULTIAGENCY UNIFORM PROGRAM							
REQUIRED SERVICE	SATISFACTORY PERFORMANCE	UNSATISFACTORY PERFORMANCE	METHOD OF SURVEILLANCE	EVALUATION OF PERFORMANCE			
				(-)		(+) BONUS	
				SATISFACTORY	UNSATISFACTORY		DATE
<b>C-6 PROJECT MANAGEMENT AND QUALITY CONTROL</b>							
<b>C-6.1 Project Manager</b>	Project Manager is available to agency management, is knowledgeable in all aspects of all three programs, responsive to program needs, and makes timely correction of all problems. Calls from COTR are responded to within 24 hours of call. Project Manager attends all meetings.	No Project Manager or alternate. Project Manager is changed after contract award without justifiable reason. Project Manager is unresponsive to management and program needs. Project Manager does not respond to call from Agency COTRs within 24 hours. Project Manager does not attend all meetings.	100% Completion Ongoing				
<b>C-6.2 Agency Specific Key Personnel</b>	Agency specific Key Personnel are dedicated, available, and knowledgeable in all aspects of the three Agency programs. Key Personnel are responsive to program needs. Calls from the COTR are answered within 24 hours of the call. Key Personnel attend meetings in respect to the specific Agency program they are responsible.	No dedicated or knowledgeable personnel are available to each Agency COTR. Calls to COTR are not responded to within 24 hours of the call. Key Personnel are unresponsive to program needs. Key Personnel do not attend meetings.	100% Completion Ongoing				
<b>6.3 Environmental Performance Coordinator</b>	Environmental Performance Coordinator is available to Agency COTR's. Is knowledgeable in areas pertaining to enhancing the environmental preferability of the uniform and environmental compliance of facilities used in the materials manufacture of uniform components.	Environmental Performance Coordinator is not provided. Coordinator is not knowledgeable in the areas of environmental preferability or environmental compliance of facilities used in the materials manufacture of uniform components.	100% Completion Ongoing				
<b>C-6.6 Operations Manual and Checklist</b>	Operations Manual of Contractor's policies and procedures is provided upon contract award and updated annually. Work functions in a checklist format are provided with a milestone or suspense dates for completion and status of each task. Manual and checklist are updated annually.	Operations Manual of Contractor's policies and procedures is not provided upon award and updated annually. Work functions are not identified in checklist format and milestones and status dates are not provided. Manual and checklist are not updated annually.	100% Completion Initially - 10/1/2000 Annually				
<b>C-6.8 Quality Control Plans</b>	Implement and manage the Quality Control Plan in accordance with Attachment F (1), Quality Control and Performance Requirements Summary for Project Management.	The Quality Control Plan is not implemented and managed as specified in Attachment F (1) Quality Control and Performance Requirements Summary for Project Management.	100% Completion Ongoing				

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ATTACHMENT K

C-7.2.A Environmental Compliance and C-7.2.B Environmental Preferability	Manufacturing and storage facilities are in compliance with federal, state and local environmental requirements.	Manufacturing and storage facilities are not in compliance with federal, state and local environmental requirements. Environmentally preferred and energy efficient products and services are not obtained to the maximum extent possible.	100% Completion				
	Environmentally preferred and energy efficient products and services are obtained to the maximum extent possible. Use of non-hazardous waste and recovered materials are promoted. Recycling and other waste minimization programs are evident and promoted.	Environmentally preferred and energy efficient products and services are not obtained to the maximum extent possible. Use of non-hazardous waste and recovered materials are not promoted. Recycling and other waste minimization programs are not evident and not promoted.	Ongoing				
C-7.2.C Comprehensive Plan	Implement and maintain the Comprehensive Plan contained in Attachment F(6), Environmental Management Plan.	The Comprehensive Plan in not implemented or maintained in accordance with Attachment F(6), Environmental Management Plan.	100% Completion				
			Ongoing				

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<b>C-8 CENTRALIZED UNIFORM ALLOWANCE CONTROL DATABASE SYSTEM</b>							
<b>C-8.A Comprehensive Plan</b>	Implement and maintain the Comprehensive Plan contained in Attachment F (3),Quality Control and Performance Requirements Summary for the Centralized Uniform Allowance Control Database System.	The Comprehensive Plan is not implemented and/or maintained in accordance with Attachment F(3), Quality Control and Performance Requirements Summary for the Centralized Uniform Allowance Control Database System.	100% Completion Ongoing				
<b>C-8.2 WEBSITE</b>							
<b>C-8.2.C Website Management</b>	Website information is current, accurate and complete.	Website information is not current, accurate or complete.	100% Completion Ongoing				
<b>C-8.3 ORDERS</b>							
<b>C-8.3.A Ordering</b>	Individual orders, including returns, exchanges, refunds, credits, backorders, non-standard size orders, and special handling requirements are filled and shipped within 15 calendar days of the date of the order. Partial orders are not delayed any longer than five calendar days when waiting for backordered items. Orders for non-standard sizes shall be sent out within 45 calendar days of the date of the order.	Individual orders, including returns, exchanges, refunds, credits, backorders, non-standard size orders, and special handling requirements are not filled and shipped within 15 calendar days of the date of the order. Partial orders are delayed longer than five calendar days when waiting for backordered items. Orders for non-standard sizes are not sent out within 45 calendar days of the date of the order.	Sampling Customer Complaints				
<b>C-8.3.C Return, Exchange and Refund Procedures</b>	Procedures for handling returns, exchanges, and refunds are implemented, maintained and posted on the website.	Procedures for handling returns, exchanges, and refunds are not implemented, maintained or made available to all customers.	100% Completion Customer Complaints				
<b>C-8.3.G Color Catalog</b>	A color illustrated catalog for each Agency is developed, produced and distributed initially and updated annually.	A color illustrated catalog for each Agency is not developed, produced or distributed initially or updated annually.	100% Completion Annually				
<b>C-8.3.H Posters</b>	Posters are designed, produced and distributed initially and updated every two years.	Posters are not designed, produced or distributed initially and/or updated every two years.	100 % Completion Every two years				

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<b>C-8.4 UNIFORM ALLOWANCE CONTROL SYSTEM</b>							
<b>C-8.4.A Uniform Allowance Control System</b>							
	Employees accounts are up to date and credits and debits are accurately posted on a daily basis.	Employees accounts are not up to date and credits and debits are not accurately posted on a daily basis.	Sampling				
<b>C-8.4.B Posting Accounts</b>	Employees accounts are not posted until expiration of the exchange or return period that is 30 calendar days following the employees receipt of the item.	Employee accounts are not posted prior to the exchange or return period.	Sampling				
<b>C-8.4.C Shipping and Receipt Dates</b>	Shipping and receipt dates are inputted into the database.	Shipping and receipt dates are not inputted into the database.	Sampling				
<b>C-8.4.F Notification</b>	Employees are notified of outcome of orders, exchanges, or correction of orders including the date shipped.	Employees are not notified of outcome of orders, exchanges, or correction of order and are not provided the date shipped.	Sampling				
<b>C-8.4.G Notification of Garment Care</b>	Notification of care of garments and other significant aspects of the uniform program is provided to all employees.	Notification of care of garments and other significant aspects of the uniform program are not provided to all employees.	Sampling				
<b>C-8.4.H Annual Allowance and Program Closeout</b>	Allowance and program closeout are developed and implemented.	Allowance and program closeout are not developed or implemented.	100% Complete				
<b>C-8.4.I Reports</b>	All defined reports are transmitted electronically and are able to be accessed by authorized users from the database	Reports are not accessible and/or transmitted electronically.	100% Complete Ongoing				

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C-9 UNIFORM INVENTORY AND CONTROL SYSTEM							
C-9.1 Comprehensive Plan	Implement and maintain the Comprehensive Plan in accordance with Attachment F(4), Quality Control and Performance Requirements Summary for the Uniform Inventory and Control System.	The Comprehensive Plan is not implemented or maintained in accordance with Attachment F(4), Quality Control and Performance Requirements Summary for the Uniform Inventory and Control System	100% Completion				
			Ongoing				
			Customer				
			Complaints				
C-9.2 Inventory Review	Inventory levels are adequate to fill uniform orders. Accurate inventory levels are made available on the website. Analysis is made on standard uniform items carried versus sales and recommendations are made for elimination from the program.	Inventory levels are not adequate to fill uniform orders. Accurate inventory levels are not made available on the website. Analysis is not made on standard uniform items carried versus sales and recommendations are not made for elimination of uniform components from the program.	Sampling				
		Backorders exceed 5% of items ordered of standard sizes. Backordered non-standard size items go beyond 45 calendar days on a regular basis.					

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C-10 CUSTOMER SERVICE, RESEARCH AND SPECIAL NEEDS							
C-10.1 CUSTOMER SERVICE							
C-10.1.A Comprehensive Plan	The Comprehensive Plan contained in Attachment F(5), Quality Control and Performance Requirements Summary for Customer Service, Research and Special Needs are implemented and maintained. Personnel are dedicated, committed and conversant to the individual programs and provide same day expert service to customers. All inquires are answered in the same day received. All information provided is current, accurate and complete.	The Comprehensive Plan contained in Attachment F(5) Quality Control and Performance Requirements Summary is not implemented or maintained. Personnel are not dedicated, committed or conversant to the individual programs and do not provide same day expert service to customers. All inquires are not answered the same day received. All information provided is not current, accurate or complete.	100% Completion Customer Complaints				
C-10.1.B Communication System(s)	Communication System(s) are established for employee inquiries.	Communication system(s) are not established for employee inquiries.	100% Completion Customer Complaints				
C-10.2 RESEARCH AND SPECIAL NEEDS							
C-10.2.A Comprehensive Plan	The Comprehensive Plan as contained in Attachment F (5), Quality Control and Performance Requirements Summary for Customer Service, Research and Special Needs is implemented and maintained.	The Comprehensive Plan as contained in Attachment F(5) Quality Control and Performance Requirements Summary is not implemented or maintained.	100% Completion Ongoing				
C-10.2.B Research and Development	Uniform component and fabric wear innovations and new product line information are introduced on an annual basis. Products are reviewed no less than a two year basis to keep abreast of state-of-the-art technology.	No new innovations or new product information is introduced on an annual basis. Products are not reviewed on a two year basis to keep abreast of state-of-the-art technology.	100% Completion Ongoing Annual Every Two Years				
C-10.2.C Wear Tests	Wear tests of new or revised uniform components are performed.	Wear tests of new or revised uniform components are not performed.	100% Completion Ongoing				